



**OFFICE ASSISTANT (GENERAL) and (TYPING) SERIES
7500-1441-0PB04**

This series examination is for:

7500-1441-0PB04 OFFICE ASSISTANT (GENERAL)
7500-1379-0PB04 OFFICE ASSISTANT (TYPING)

Department(s):	CalHR/Statewide for all State Departments
Opening Date:	3/15/2010 1:05:00 PM
Closing Date:	Continuous
Type of Examination:	SERVICEWIDE OPEN
Salary:	MONTHLY-RANGED-SALARY: Office Assistant General - \$2,074.00 to \$2,770.00 Office Assistant Typing - \$2,143.00 to \$2,826.00
Employment Type:	Permanent Full-time Permanent Part-time Permanent Intermittent Limited Term Full-time Limited Term Part-Time Limited Term Intermittent
Exam Type:	Statewide

INTRODUCTION AND NOTICE OF CORRECTION

IMPORTANT EXAMINATION INFORMATION

Message updated December 20, 2012

CalHR is pleased to announce that the current Office Assistant (OA) Series examination will be administered on an ongoing basis until further notice. The self-scheduling system for the Office Assistant Series examination will open on January 2, 2013 at 5:00 PM for scheduling of the test dates of January 7, 2013 thru January 11, 2013. Please continue to check the examination bulletin for posting of additional future testing dates.

What you should know to apply:

- 1) If you are a first time applicant or it has been over 12 months from the date of your prior OA examination, you may apply.
- 2) If you have taken this examination within the last 12 months you are **not** eligible to apply. If you take this exam too soon, meaning more than once in a 12-month period, your results will be invalid.

Written Test and List Eligibility Information:

IMPORTANT: Please be aware that your results from this examination may be valid for only a limited period. Therefore, even though you take this examination now and become list eligible, you will retain that eligibility only until a new test is given.

Your eligibility and ability to apply for jobs does not change during this period. This includes any and all individuals who have taken this examination in the past.

Once a new OA Series examination is given, you must take the new test to attain new list eligibility. You are encouraged to check this bulletin periodically for updates. If you have any questions, please call 1-866-844-8671.

Message updated December 20, 2012.
Examination Services
California Department of Human Resources

EEO

An equal opportunity employer to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, or sexual orientation.

DRUG FREE STATEMENT

It is an objective of the state of California to achieve a drug-free State work place. Any applicant for State employment will be expected to behave in accordance with this objective, because the use of illegal drugs is inconsistent with the law of the State, the rules governing civil service, and the special trust placed in public servants.

WHO SHOULD APPLY?

Candidates who meet the minimum qualifications as stated below may apply for this examination at any time. Once you have taken the examination, you may not reapply for 12 months. All applicants must meet the education and/or experience requirements as stated on this examination announcement.

FILING INSTRUCTIONS

Final File Date: Continuous

Self-Scheduling Opens

January 2, 2013 at 5:00 PM

Written Exam Dates

January 7, 2013 thru
January 11, 2013

Location

Sacramento

To self-schedule yourself for a written test and date, you must first establish a profile. Carefully follow the instructions below:

- 1) Go to website <http://jobs.ca.gov>.
- 2) Find this Exam Bulletin in the “Search Exam and Job Vacancies” window.
- 3) Read this Exam Bulletin carefully for minimum qualifications, written test information, test dates and scheduling information.
- 4) Scroll to the bottom of this Exam Bulletin to the “Taking the Exam” header. Click on the “Click here to apply for and to self-schedule the Office Assistant written exam” link.
- 5) Enter your User I.D. and Password, or create a new profile if you do not currently have one.
- 6) Answer the “Equal Employment Opportunity”, the “Personal Information”, and the “Minimum Qualifications” questions.
- 7) Review the available test dates and times, and make your selection.
- 8) Print out two copies of the “Notice to Appear”. You will need to bring a copy to the exam.

WHERE TO APPLY: *Click on the link at the bottom of this bulletin.*

TIPS

- 1) *Save/Bookmark this bulletin page under your browser’s favorites, so that you don’t have to search for it again when you are about to schedule.*
- 2) *Keep in mind when signing-in that your User I.D. and Password are case sensitive.*
- 3) *Make sure you are using one of the following browsers:*



TROUBLESHOOTING

- 1) I encounter an error message that looks like the following:

We're sorry -- An Error Occurred when you requested this page

Error Information

Date and time: Thu Apr 12 12:37:17 PDT 2012

Page: /exams/ot/process_exam_application.cfm

HTTP Referer: https://exams.spb.ca.gov/exams/oa/exam_application.cfm

Diagnostics: Error Executing Database Query. [Macromedia][SQLServer JDBC Driver][SQLServer]String or binary data would be truncated.

The error occurred on line 81.

Browser: Mozilla/4.0 (compatible; MSIE 7.0; Windows NT 5.1; Trident/4.0; .NET CLR 1.1.4322; .NET CLR 2.0.50727; .NET CLR 3.0.04506.30; .NET CLR 3.0.04506.648; .NET CLR 3.0.4506.2152; .NET CLR 3.5.30729; .NET4.0C; .NET4.0E) QueryString:

You are likely encountering the above error because you exceeded a character limit in the section(s) prior. Please go back and make sure the following conditions have been met.

- Your Last Name is limited to 21 characters.
- Your First Name is limited to 16 characters.
- The Mailing Address is limited to 28 characters.
- The City is limited to 21 characters.
 - **Note: The City must use alpha characters only (i.e., if you live in 29 Palms, you must enter Twenty Nine Palms)**

2) I am unable to click on the “Click here to go to schedule written exam” link at the bottom of the bulletin.

Please copy/paste <https://exams.spb.ca.gov/exams/oa/> into your browser to get to the next page.

3) The User I.D. I created is already in the system, but I have never registered nor registered under this user name.

The User I.D. you created belongs to another user. Please make sure you create a unique User I.D. For example, instead of R_Smith, use R_Smith27894.

4) I receive a notice after the minimum qualifications portion informing me that I am not qualified, yet I meet at least one of the qualification paths specified in this exam bulletin.

Please restart the self-scheduling process and make sure you accurately enter all answers to the minimum qualifications questions.

SPECIAL TESTING ARRANGEMENTS

If you are disabled and need special assistance or special testing arrangements, contact the CalHR, Examination Services at (866) 844-8671, or via the California Relay Service for the Deaf or Hard of Hearing at (800)735-2929 for TTY, or (800) 735-2922 for voice.

Please be prepared to provide documentation to verify your need for special assistance or special testing arrangements.

SALARY

Office Assistant (General) \$2,074.00 to \$2,770.00
Office Assistant (Typing) \$2,143.00 to \$2,826.00

ELIGIBLE LIST INFORMATION

A candidate may test only once in a 12-month period. Names of successful competitors are merged onto the eligible list in order of final scores, regardless of test date. The names will remain on the list for a period of 24 months.

Disclaimer: As a reminder, the choice is yours, you may take the current examination and have a limited amount of eligibility or you may wait and take the new examination once it is offered.

REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION

NOTE: All applicants must meet the education and/or experience requirements on the date they submit their application and schedule a written test via the Office Assistant internet application process.

MINIMUM QUALIFICATIONS

OFFICE ASSISTANT (GENERAL)

EITHER I

One year of experience in California state service performing the duties of an Assistant Clerk.

OR II

Education: Either equivalent to completion of the twelfth grade; or completion of a business school curriculum; or completion of a clerical work experience training program such as those offered through the Welfare Reform Act. (One year of clerical work experience may be substituted for the required education.)

OFFICE ASSISTANT (TYPING)

EITHER I

One year of experience in California state service performing the duties of an Assistant Clerk.

OR II

Education: Either equivalent to completion of the twelfth grade; or completion of a business school curriculum; or completion of a clerical work experience training program such as those offered through the Welfare Reform Act. (One year of clerical work experience may be substituted for the required education.)

POSITION DESCRIPTION

An Office Assistant (General) is the entry, trainee working level for this class. Under close supervision as a trainee, incumbents regularly perform a limited range of duties that become routine, and/or learn to perform a variety of full journey level general clerical duties.

An Office Assistant (Typing) is the entry, trainee working level for this class. Under close supervision as a trainee, incumbents regularly perform a limited range of duties that become routine, and/or learn to perform a variety of journey level general clerical duties. Typically, typing encompasses a significant proportion of the work time.

EXAMINATION INFORMATION

This examination will consist of a written examination weighted 100%. In order to obtain a position on the eligible list, a minimum rating of 70% must be attained.

WRITTEN TEST - WEIGHTED 100.00%

KNOWLEDGE AND ABILITIES

1. Correct usage of spelling, punctuation and grammar.
2. Vocabulary.
3. Accuracy in comparing pairs of names, comparing pairs of numbers.
4. Alphabetizing and numerical ordering.
5. Basic Math.
6. Reading comprehension, following written directions and interpreting written tables.

VETERANS' PREFERENCE

Veterans' Preference Points will be added to the final score of all competitors who are successful in this examination, and who qualify for, and have requested, these points through CalHR. Due to changes in the law, effective January 1, 1996, veterans who have achieved permanent civil service status are not eligible to receive Veterans' Preference Points.

CAREER CREDITS

Career Credits will not be added to the final score for this exam, because it does not meet the requirements to qualify for Career Credits.

DISTINGUISHING CHARACTERISTICS

SPECIAL PERSONAL CHARACTERISTIC

A demonstrated interest in assuming increasing responsibility.

ADDITIONAL DESIRABLE QUALIFICATIONS

Education equivalent to completion of the twelfth grade.

CONTACT INFORMATION

If you have any questions concerning this announcement, please contact the:

California Department of Human Resources (CalHR)
Examination Services Unit
1515 S St., North Bldg.
Sacramento, CA 95811
(866) 844-8671
California Relay Service: 1-800-735-2929 (TTY), 1-800-735-2922 (Voice)

TTY is a Telecommunications Device for the Deaf, and is reachable only from phones equipped with a TTY Device.

SPECIAL REQUIREMENTS

Office Assistant Typing Only:

Ability to: Type at a speed of not less than 40 words per minute from ordinary manuscript or printed or typewritten material.

GENERAL INFORMATION

Examination Locations: When a written test is part of the examination, it will be given in such places in California as the number of candidates and conditions warrant. However, locations of interviews or performance evaluations may be limited or extended as conditions warrant.

Applications are available at <http://jobs.ca.gov> and local offices of the Employment Development Department.

If you meet the requirements stated on this examination bulletin, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Your performance in the examination described on this bulletin will be rated against a predetermined job-related rating, and all candidates who pass will be ranked according to their scores.

The California Department of Human Resources reserves the right to revise the examination plan to better meet the needs of the State, if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules, and all competitors will be notified.

Candidates needing special testing arrangements due to a disability must mark the appropriate box on the application and contact the testing department.

Hiring Interview Scope: In a hiring interview, in addition to the scope described in this bulletin, the panel will consider education, experience, personal development, personal traits, and fitness. In appraising experience, more weight may be given to the breadth and recency of pertinent experience, and evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of his/her experience. Evaluation of a candidate's personal development will include consideration of his/her recognition of his/her own training needs; his/her plans for self-development; and the progress he/she has made in his/her efforts toward self-development. For more information, you may refer to the classification specification [here](#).

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and the ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history, and fingerprinting may be required.

Eligible Lists: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) sub-divisional promotional, 2) departmental promotional, 3) multi-departmental promotional, 4) service-wide promotional, 5) departmental open, and 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in one to four years unless otherwise stated on the bulletin.

Veterans' Preference Points: California Law (Government Code 18971-18978) allows the granting of Veterans' Preference Points in open entrance and open, non-promotional entrance examinations. Veterans' Preference Points will be added to the final score of all competitors who are successful in these types of examinations, and who qualify for, and have requested by mail, these points. **In open (only)** entrance examinations, Veterans' Preference Points are granted as follows: 10 points for veterans, widows and widowers of veterans, and spouses of 100% disabled veterans (5 points for widows, widowers, and spouses if the veteran was in the National Guard); and 15 points for disabled veterans. **In open, non-promotional** entrance examinations, Veterans' Preference Points are granted as follows: 10 points for veterans, and 15 points for disabled veterans. Employees who have achieved permanent State civil service status are not eligible to receive Veterans' Preference Points. "Permanent State civil service status" means the status of an employee who is lawfully retained in his/her position after completion of the applicable probationary period. This includes permanent intermittent, part-time, and full-time appointments. In

addition, individuals who at any time achieved permanent State civil service status and subsequently resigned, or were dismissed from State civil service are not eligible to receive Veterans' Preference Points. Veteran status is verified by the California Department of Human Resources (CalHR). Directions to apply for Veterans' Preference Points are on the Veterans' Preference Application (Std. Form 1093), which is available at <http://jobs.ca.gov>, and the Department of Veterans Affairs.

TAKING THE EXAM

PLEASE NOTE: The self-schedule link shown below will be clickable on the "Self – Scheduling Opens" dates as follows:

<u>Self-Scheduling Opens</u>	<u>Written Exam Dates</u>	<u>Location</u>
January 2, 2013 at 5:00 PM	January 7, 2013 thru January 11, 2013	Sacramento

*** Please continue to check the examination bulletin for posting of additional future testing dates.

Seats will be filled on a first-come, first-served basis. Once a session is filled, it will no longer show as available in the self-scheduling process.

[CLICK HERE at *5:00 PM* to apply for and to self-schedule the Office Assistant written exam.](#)